

# MUNI MEMO TO YOU

## REPORTS FROM OUR PASSENGERS

"The Policeman's Lot Is Not a Happy One."

That's the way Gilbert and Sullivan expressed it in one of their operas.

While transit operators are not policemen, some of their duties and responsibilities at times may not be the most pleasant.

For instance, the collection of fares is normally routine and part of the everyday transit operation. There are occurrences, however, when one of our passengers ignores the farebox or presents a transfer that is invalid for some reason — or when a school ticket is presented by a person who appears to be beyond the authorized age limit.

In actual operation these occurrences are comparatively rare but when you consider the fact that your Muni Railway carries over 650,000 passengers a day there are occasions involving infractions of the rules and also sincere differences of opinion between the operator and the passenger. At times tempers may flare and words spoken that may better be left unsaid.





## THE OPERATOR

Although an operator is required to make inquiry if there is any doubt in his mind as to the proper fare being tendered in accordance with regulations, he should use tact and courtesy — and to speak in a manner that will not unnecessarily attract the attention of others. The collection of all fares is a very important duty and an operator would be negligent if he failed to pursue this responsibility to the best of his ability.

Operators are requested by management to use diplomacy in their questioning of passengers. For instance, rather than say "This transfer is no good" the inquiry should be "I'm sorry, this transfer is not valid, do you have another one" Maybe the passenger did get an old transfer mixed up with the new one and intended no improper usage. Honest errors do occasionally occur and sometimes it is the fault of the operator originally issuing and punching the transfer.

## THE PASSENGER

While operators are required by rule to be courteous to patrons, there are oc-

coach number, cap number of the operator, line, etc. to permit identification of the employee involved.

## MANAGEMENT AND STAFF

When such a letter reaches the Municipal Railway office, a thorough investigation invariably follows. If the investigation indicates that an operator was simply following the established rules and regulations of the Railway and was courteous in doing so it is only proper that he be supported.

If, on the other hand, the facts reveal that the situation was not handled properly or the operator was discourteous, prompt corrective action is taken.

It is also the regular procedure to make a written reply or telephone call to individuals who submit a Service Report to the Municipal Railway. While it is the regular practice for reports to be received by designated members of the Railway staff, each and every Service Report is reviewed personally by the General Manager following the investigation. This assures that prompt and proper corrective action has been taken.

## TWO SINGLES — AND DOUBLE COURTESY

Both Charles Sprague, "March Muni Man" (left), and Anthony Lamut, "April Muni Man", happen to be bachelors. Their single status, however, apparently isn't noticed by passengers who usually receive a double portion of good humor, courtesy and quiet efficiency in the operation of their coaches.

Sprague, 57, has earned 10 Safe Driving Awards and can usually be found on the No. 6-Masonic and No. 7-Haight lines. Among his friends he is known as a skillful checker and whist player and one of the best liked operators at Potrero Division.

Anthony Lamut, 53, started with the Muni after his tour of duty as a World War II infantryman. He has received several National Safety Council Safe Driving Awards and was described by his passengers on the No. 22-Fillmore line (where he has been for 12 years) as "... courteous, kind and efficient."



casions when any inquiry on the part of the operator is resented by the passenger. The fact that such an inquiry is made does not in itself involve discourtesy. On the other hand, while reciprocated courtesy is certainly not expected of the passenger it is certainly appreciated, highly desirable and mutually beneficial. Quite simply—it makes life more pleasant for everybody.

That is why the brief regulations on the back of a transfer suggest "Please pay fare if a question arises concerning transfer and report full particulars to the office of the General Manager."

Questions as to receiving the correct amount of change should immediately be taken up with the operator before leaving the vicinity of the farebox. Most other differences of opinion should probably be resolved by making a report to the Railway rather than engage the operator in a long discussion at the busy entrance of a streetcar or coach.

In making such a report it is requested that every effort be made to provide management with the facts and specific details. Preferably the report should be in writing with the identity of the patron and information furnished such as

Management's aim is to provide you, the passenger, with courteous, inexpensive public transportation. Our motto is Safety—Service—Courtesy. Let's make it a two-way proposition through mutual cooperation.

## AC TRANSIT SELLS MUNI TICKETS

Our sister transit company across the Bay, Alameda-Contra Costa Transit, is now selling Municipal Railway "Sunday-Holiday Tour tickets" for the convenience of East Bay bus riders visiting San Francisco.

AC Transit is handling the convenient Muni Tickets at their terminal ticket office, First and Mission Streets. The Tour Ticket, good for an unlimited number of rides all day Sunday and holidays, sells for 50c and can also be purchased from cable car conductors, at car barns and other designated downtown San Francisco locations.

Visitors to the East Bay, in turn, can purchase AC Transit's Sunday pass from operators on any of the East Bay lines, riding anywhere in the East Bay for 60c.



## A VISITOR FROM DENVER WRITES...

It is always pleasant to receive praise for a job "well done" and in the mail last week a recent visitor to San Francisco took the time to bring these thoughts to our attention:

"Gentlemen, just how are you able to do it? A 15c fare certainly surprised me during my first visit to San Francisco this past weekend. Most other cities I've heard of have had to increase their fares to around 25c so I certainly pounced on the transportation bargain you offer. I have also found your operating personnel most helpful, courteous and efficient."

The writer is Helmut Dammeier of Denver, Colorado.

## WELCOME VISITOR!

In a stylish redwood setting the city of San Francisco and the Redwood Empire recently joined to display a new service for the city's two million annual tourists.



Beneath a huge, eight-foot metal sun, backed by a spectacular redwood screen, uniformed hostesses are dispensing helpful information aimed at making travelers' stays in this part of the world more eventful—and longer. Partners in the new enterprise at 476 Post Street, half a block west of Union Square, are the S. F. Convention and Visitors Bureau and the Redwood Empire Association, two veteran tourist-promotion organizations.

Hours for the new Center are 9:00 a.m. to 5:30 p.m., Monday through Friday and 10:00 a.m. to 5:30 p.m. on Saturday.

In a joint statement the two sponsoring organizations declared, "Now our visitors have a central, official location where they can get accurate advice about our many attractions, our fine accommodations and just plain where to go and what to do."

On hand at the Center are copies of the Municipal Railway's helpful information booklet, "Tours of Discovery" which lists all routes and lines of the Railway.

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